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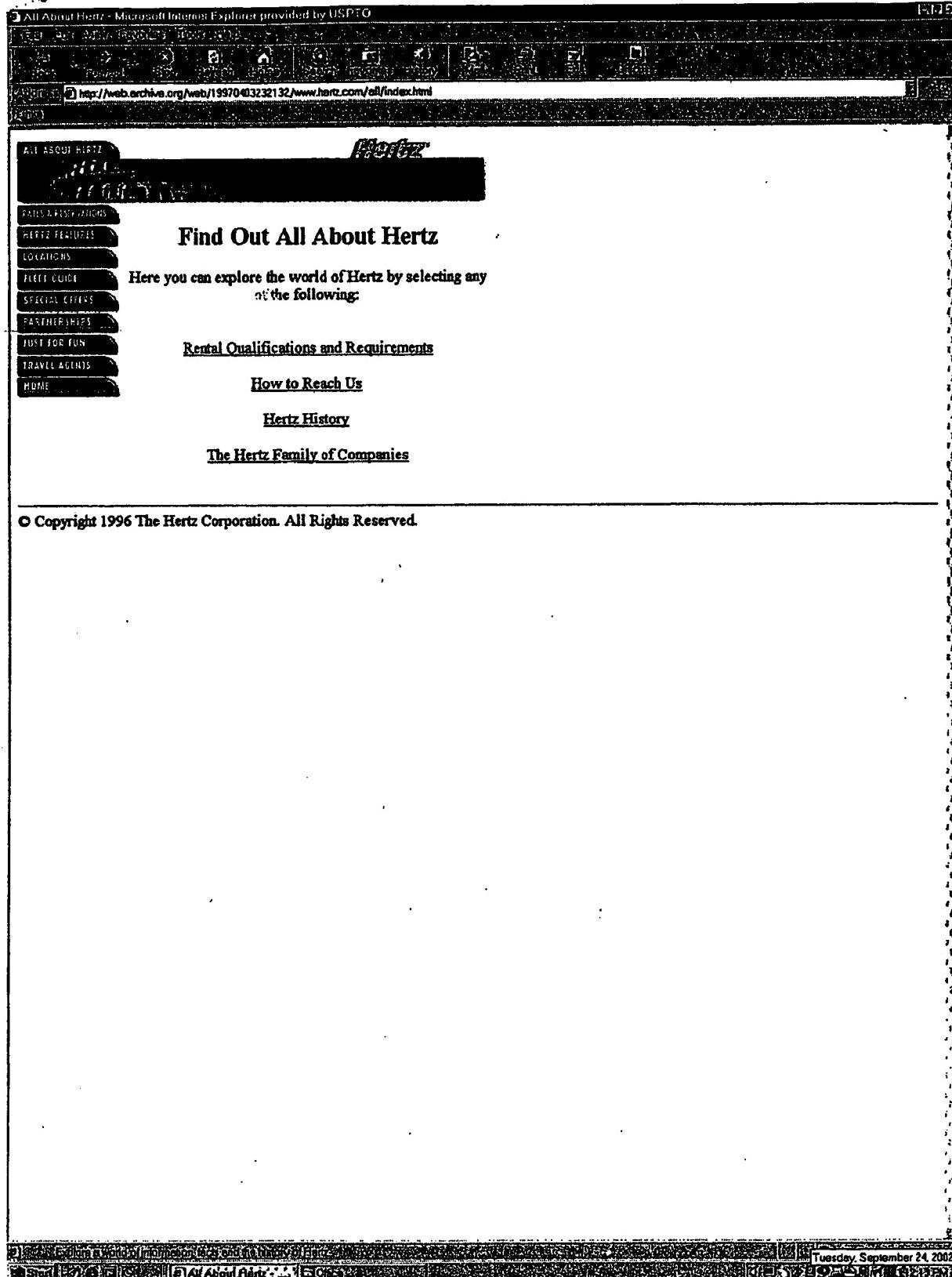
Search Results for <http://www.hertz.com>

341 Results

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\* denotes when site was updated.

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|----------------|----------------|----------------|----------------|----------------|----------------|
| 1996           | 1997           | 1998           | 1999           | 2000           | 2001           |
| Dec 21, 1996 * | Apr 03, 1997 * | Feb 04, 1998 * | Jan 17, 1999 * | Feb 29, 2000 * | Jan 18, 2001 * |
| Jun 06, 1997 * | Jul 02, 1998 * | Jan 25, 1999 * | Mar 02, 2000   | Mar 02, 2001   | Jan 19, 2001   |
| Jun 22, 1997 * | Jul 07, 1998   | Jan 28, 1999   | Mar 03, 2000   | Mar 03, 2001   | Jan 24, 2001   |
| Oct 12, 1997 * | Dec 02, 1998 * | Feb 08, 1999 * | Mar 04, 2000   | Feb 02, 2001   | Feb 03, 2001   |
| Dec 12, 1997   | Dec 05, 1998   | Feb 21, 1999   | Mar 07, 2000   | Feb 03, 2001   | Feb 05, 2001   |
|                | Dec 12, 1998 * | Feb 22, 1999   | Apr 07, 2000   | Apr 07, 2001   | Jan 24, 2002 * |
|                |                | Apr 19, 1999 * | Apr 08, 2000   | Apr 08, 2001   | Mar 01, 2001   |
|                |                | Apr 20, 1999   | May 10, 2000   | May 10, 2001   | Mar 01, 2001   |
|                |                | Apr 27, 1999   | May 11, 2000   | May 11, 2001   | Mar 02, 2001   |
|                |                | Apr 28, 1999   | May 20, 2000   | May 20, 2001   | Mar 30, 2001   |
|                |                | Apr 29, 1999   | Jun 03, 2000   | Jun 03, 2001   | Mar 31, 2001   |
|                |                | May 03, 1999 * | Jun 13, 2000   | Jun 13, 2001   | Apr 02, 2001   |
|                |                | Oct 08, 1999   | Jun 18, 2000   | Jun 18, 2001   | Apr 02, 2001   |
|                |                | Oct 12, 1999   | Jun 19, 2000   | Jun 19, 2001   | Apr 12, 2001   |
|                |                | Nov 14, 1999   | Jun 20, 2000   | Jun 20, 2001   | Apr 18, 2001   |
|                |                | Nov 28, 1999   | Jun 21, 2000   | Jun 21, 2001   | May 05, 2001   |
|                |                | Nov 29, 1999   | Jul 06, 2000   | Jul 06, 2001   | May 06, 2001   |
|                |                |                | Jul 11, 2000   | Jul 11, 2001   | May 13, 2001   |
|                |                |                | Aug 15, 2000   | Aug 15, 2001   | May 14, 2001   |
|                |                |                | Aug 17, 2000   | Aug 17, 2001   | May 20, 2001   |
|                |                |                | Aug 19, 2000   | Aug 19, 2001   | May 23, 2001   |
|                |                |                | Oct 17, 2000 * | Oct 17, 2001   | May 26, 2001   |
|                |                |                | Oct 18, 2000   | Oct 18, 2001   | May 27, 2001   |
|                |                |                | Oct 19, 2000   | Oct 19, 2001   | May 28, 2001   |
|                |                |                | Nov 09, 2000 * | Nov 09, 2001   | May 29, 2001   |
|                |                |                | Nov 10, 2000   | Nov 10, 2001   | May 30, 2001   |
|                |                |                | Nov 18, 2000 * | Nov 18, 2001   | May 31, 2001   |
|                |                |                | Dec 02, 2000 * | Dec 02, 2001   | Jun 04, 2001 * |
|                |                |                | Dec 05, 2000   | Dec 05, 2001   | Jun 05, 2001 * |
|                |                |                | Dec 06, 2000   | Dec 06, 2001   | Jun 09, 2001 * |
|                |                |                |                |                | Jun 10, 2001   |
|                |                |                |                |                | Jun 11, 2001   |
|                |                |                |                |                | Jun 12, 2001   |
|                |                |                |                |                | Jun 18, 2001   |
|                |                |                |                |                | Jun 22, 2001 * |
|                |                |                |                |                | Jun 23, 2001 * |
|                |                |                |                |                | Jun 24, 2001   |
|                |                |                |                |                | Jun 25, 2001   |
|                |                |                |                |                | Jun 27, 2001 * |
|                |                |                |                |                | Jun 27, 2001 * |
|                |                |                |                |                | Jun 30, 2001   |
|                |                |                |                |                | Jul 01, 2001   |
|                |                |                |                |                | Jul 03, 2001   |
|                |                |                |                |                | Jul 12, 2001   |
|                |                |                |                |                | Jul 22, 2001   |
|                |                |                |                |                | Aug 01, 2001   |
|                |                |                |                |                | Sep 19, 2001 * |
|                |                |                |                |                | Oct 09, 2001 * |
|                |                |                |                |                | Oct 09, 2001 * |
|                |                |                |                |                | Oct 10, 2001   |
|                |                |                |                |                | Oct 10, 2001 * |
|                |                |                |                |                | Oct 11, 2001   |
|                |                |                |                |                | Oct 11, 2001 * |
|                |                |                |                |                | Oct 12, 2001   |
|                |                |                |                |                | Oct 12, 2001 * |
|                |                |                |                |                | Oct 13, 2001 * |

Tuesday, September 24, 2002



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http://web.archive.org/web/1997040323047/www.hertz.com/all/qual/index.html

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**Rental Qualifications and Requirements**

Click below to view the Hertz Rental Qualifications and Requirements for a specific region.



[United States](#) | [Canada](#) | [Europe](#)

More information coming soon!

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http://web.archive.org/web/19970403235900/www.hertz.com/all/qual/us/index.html

## Hertz

### Rental Qualifications and Requirements

#### United States

**Corporate Headquarters: WorldWide Reservations:**  
225 Bras Blvd. 10401 North Pennsylvania  
Park Ridge, New Jersey Oklahoma City, Oklahoma  
07656 73120

Phone Number: (201) 307-  
2000 3131  
Hours: 8:15 AM - 4:30 PM 24 Hours  
EST 7 Days a Week  
Monday - Friday

**General Information**

Please select from the following options:

Additional Drivers/Operators

Age

Airport Fees

Coverages & Liability Protection

Driver's License

Driving Restrictions

Gasoline

Hours

Method of Payment

Rates/Minimum Rental

Tax

Transfers

Vehicle Guarantee

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Back to Rental Qualifications and Requirements

Tuesday, September 24, 2002

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http://web.archive.org/web/1997040402303/www.hertz.com/cil/qual/us/gen\_add.html

# Hertz

## United States Rental Qualifications and Requirements

### Additional Drivers/Operators\*

There are two categories of additional drivers/operators:

1. Those defined in the rental agreement as authorized operators who, with only the permission of the renter, may operate the vehicle.
2. Those who, when qualified and authorized in writing by Hertz at time of rental, may operate the vehicle.

\* Authorized operators and/or additional authorized operators may be subject to an additional charge.

With permission from the renter, the renter's spouse, employer, employees, or fellow employees incidental to their business duties may operate the vehicle as specified in the rental agreement. Except to the extent necessary for valet parking or in an emergency as permitted by law, no other persons are permitted to operate the vehicle unless such persons appear at the time of rental, are properly qualified and sign an Additional Authorized Operator form.

All additional drivers MUST be at least 25 years old and have an acceptable driver's license. Other qualifications may be in effect at the time and place of rental. Check at time of reservation or rental for details.

[Additional Drivers/Operators](#) | [Age](#) | [Airport Fees](#)  
[Coverages/Liability Protection](#) | [Driver's License](#)  
[Driving Restrictions](#) | [Gasoline](#) | [Hours](#)  
[Method of Payment](#) | [Rates/Minimum Rental](#)  
[Tax](#) | [Transfers](#) | [Vehicle Guarantee](#)

[Back to Top](#)

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## United States Rental Qualifications and Requirements

### Age

On most rentals the minimum rental age is 25 years old.

**EXCEPTIONS:**

**18-24 years of age:**  
Hertz will rent to customers between the ages of 18-24 years at all corporate locations in the state of New York. Renters must possess a valid driver's license, provide an acceptable form of payment and be subject to a driver's license verifications or complete a driving record certification. For details on this verification and certification refer to the section titled "Driver's License".

Advanced reservations are required and reservations may not be confirmed via the Internet. Please contact the reservations office nearest you-- see How to Reach Us.

**21-24 years of age:**  
Various corporate accounts have agreements with Hertz which permit employees of those companies, between the ages of 21 and 24, to rent for business purposes. Renters must present a valid Corporate Identification Card at the time of rental and additional fees may apply. Please contact your company travel department to verify age exceptions when renting for business purposes.

[Additional Drivers/Operators](#) | [Age](#) | [Airport Fees](#)  
[Coverages/Liability Protection](#) | [Driver's License](#)  
[Driving Restrictions](#) | [Gasoline](#) | [Hours](#)  
[Method of Payment](#) | [Rates/Minimum Rental](#)  
[Tax](#) | [Transfers](#) | [Vehicle Guarantee](#)

[Back to Rental Qualifications and Requirements](#)

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HOME

**United States  
Rental Qualifications and  
Requirements**

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**Airport Fees**

Participating locations may have airport fees, surcharges, and/or motor vehicle fees related to car rental that are separate charges from taxes. Please check at time of rental for details.

[Additional Drivers/Operators](#) | [Age](#) | [Airport Fees](#)  
[Covrances/Liability Protection](#) | [Driver's License](#)  
[Driving Restrictions](#) | [Gasoline](#) | [Hours](#)  
[Method of Payment](#) | [Rates/Minimum Rental](#)  
[Tax](#) | [Transfers](#) | [Vehicle Guarantee](#)

---

[Back to Rental Qualifications and Requirements](#)

---

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# Hertz

## United States Rental Qualifications and Requirements

### Coverages & Liability Protection

The provisions of liability protection vary from state to state. In many states, Hertz provides, at no extra charge, basic liability protection for bodily injury and property damage to third parties, when the car is used in accordance with all terms and conditions of the rental agreement. Liability protection is provided for not less than the minimum legal limits based on where the accident occurs. In some states, this liability protection may be secondary to the customer's own personal coverage, if any, unless Liability Insurance Supplement -- LIS -- is accepted. In other states, no liability protection is provided unless the optional Liability Insurance Supplement -- LIS -- is purchased at time of rental. Please check at time of reservation.

[Loss of or Damage to the Rental Car](#)

[Collision Damage Waiver](#)

[Theft Protection Option](#)

[Liability Insurance Supplement](#)

[Personal Accident Insurance](#)

[Personal Effects Coverage](#)

[Additional Drivers/Operators](#) | [Age](#) | [Airport Fees](#)  
[Coverages/Liability Protection](#) | [Driver's License](#)  
[Driving Restrictions](#) | [Gasoline](#) | [Hours](#)  
[Method of Payment](#) | [Rates/Minimum Rental](#)  
[Tax](#) | [Transfers](#) | [Vehicle Guarantee](#)

[Back to Rental Qualifications and Requirements](#)

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Tuesday, September 24, 2002

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SPECIAL OFFERS  
PARTNERSHIPS  
JUST FOR FUN  
TRAVEL AGENTS  
HOME

## United States Rental Qualifications and Requirements

### Driver's License

An acceptable valid driver's license, issued from your country of residence, MUST be presented at time of rental. The driver's license must be valid for the entire rental period. If the driver's license is in a language other than English, and the rental is in the United States, an International Driver's Permit is recommended. In all cases, a valid driver's license issued in your home country must be provided, whether or not you possess an International Driver's Permit. You will not be allowed to rent a Hertz vehicle with only an International Drivers Permit.

At some US locations customer/authorized driver may be subject to an electronic DMV (Division of Motor Vehicles) check with the issuing State Department of Motor Vehicles or asked to complete a driving record certification form which is required prior to renting a vehicle from Hertz. Hertz will rely on the information provided by the DMV check or certification form to decide whether to process the rental.

The customer/authorized driver will be asked to sign the bottom of the verification form attesting that

- he/she has a valid license which is not currently suspended, revoked, expired, invalid or surrendered
- he/she has not, within the past 36 months, paid a fine or pleaded guilty or no contest to or otherwise convicted of:
  - reckless driving
  - driving while intoxicated \*DWI\*, driving under the influence \*DUI\*, driving while alcohol impaired \*DWAI\* or other alcohol or controlled substance related convictions
  - leaving the scene of an accident or failure to report an accident
  - possession of a stolen vehicle or use of a vehicle in a crime.

Additionally, the customer's driving record must not reflect one or more of the following within the past 36 months:

Tuesday, September 24, 2002

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http://web.archive.org/web/1997040402339/www.hertz.com/all/qual/us/gen\_license.html

vehicle in a crime.

Additionally, the customer's driving record must not reflect one or more of the following within the past 36 months:

- leaving the scene of an accident or failure to report an accident
- he/she has not, within the past 24 months, paid a fine or pled guilty or no contest to or otherwise been convicted of:
  - 3 or more moving violations, including seatbelt violations and speeding violations more than 15 miles above the posted limit.

Hertz will not rent to anyone whose driving record reflects any of the above violations or refuses to sign a driving history verification.

If the customer/authorized driver provides false or misleading information, liability protection for the customer will be responsible for any damage to the rental vehicle, property damage to others, personal injury to themselves and personal liability to others.

Certain groups are exempt from completing the form:

Hertz # 1 Club Gold members  
Hertz Platinum members  
U.S. Government on official business  
Nonresident Programs  
Tour/Voucher Programs  
Manhattan Preferred Renters Club members

If an assessment of a driving record is required prior to the rental, a toll-free number to TML Travelcheck Center (the company Hertz uses for driving record assessments) will be provided. The renter may be able to check the record in question, depending on the issuing state, for a fee of \$9.95 USD and advised if the driving record meets the rental criteria. That fee will be charged to a charge car, and the assessment will be valid for a Hertz rental for 90 days from the date of the call.

[Additional Drivers/Operators](#) | [Age](#) | [Airport Fees](#)  
[Coverages/Liability Protection](#) | [Driver's License](#)  
[Driving Restrictions](#) | [Gasoline](#) | [Hours](#)  
[Method of Payment](#) | [Rates/Minimum Rental](#)  
[Tax](#) | [Transfers](#) | [Vehicle Guarantee](#)

Back to Rental Qualifications and Requirements

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United States  
Rental Qualifications and  
Requirements

**Gasoline**

Rental rates do not include gasoline unless specifically indicated in the rate. Hertz cars are generally rented with a full tank of gasoline. Hertz offers the following three refueling options:

1. FPO - Fuel Purchase Option. The new fuel purchase option must be accepted at the beginning of a rental and allows the customer to purchase a tank of gasoline from Hertz at local self-service prices, which eliminates the need to refill the tank before returning the car. The FPO is only offered on rentals of 5 days or more and 2 days or more on weekend rentals. The FPO is not available to Gold Members renting at Gold Locations. FPO is not available in Hawaii.
2. Refill your car upon return to Hertz. No receipt will be required.
3. Returning your car with less than a full tank of gas is another option. Hertz will charge a refueling charge and apply it to the cost to your rental.

[Additional Drivers/Operators](#) | [Age](#) | [Airport Fees](#)  
[Coverages/Liability Protection](#) | [Driver's License](#)  
[Driving Restrictions](#) | [Gasoline](#) | [Hours](#)  
[Method of Payment](#) | [Rates/Minimum Rental](#)  
[Tax](#) | [Transfers](#) | [Vehicle Guarantee](#)

**RENT TO OWN**

[Back to Rental Qualifications and Requirements](#)

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Tuesday, September 24, 2002

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ALL ABOUT HERTZ

United States  
Rental Qualifications and Requirements

**Hours of Operation**

Hours of operation for a specific location will be available at time of rental request. Hours of operation are subject to change without notice. Please check at time of reservation.

[Additional Drivers/Operators](#) | [Age](#) | [Airport Fees](#)  
[Covrances/Liability Protection](#) | [Driver's License](#)  
[Driving Restrictions](#) | [Gasoline](#) | [Hours](#)  
[Method of Payment](#) | [Rates/Minimum Rental](#)  
[Tax](#) | [Transfers](#) | [Vehicle Guarantee](#)

[Back to Rental Qualifications and Requirements](#)

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Tuesday, September 24, 2002

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205

**Hertz**

United States  
Rental Qualifications and  
Requirements

## Method of Payment

At time of rental, a customer must arrange an acceptable method of payment as outlined below:

### Cash Transactions

If a credit card is not used, persons MUST qualify for rental on a cash basis. This may be done thirty days prior to the rental. A one-time, non-refundable administration fee of \$15.00 USD will be charged for processing the application. To qualify, they must either present a valid Hertz Cash Deposit Identification Card, or be subject to local qualification at time of rental where such procedures are available. Information to be verified on the form include:

- current employment, minimum 1 year
- address and phone number in the renter's name
- bank and/or credit references

Where available and upon qualification, a cash deposit of an amount equal to or greater than the estimated rental charges must be made at time of rental and excess charges, if any, will be due in full at termination of the rental.

Cash rental policies, deposit requirements and procedures vary by and within each country. Information regarding availability of local cash qualification, restrictions that may apply, and deposit requirements are available at time of reservation or by contacting the rental location.

### Credit Transactions

Hertz honors the Hertz Charge Card as well as most major credit cards for rentals in the United States.

### Vouchers

A rental on which a voucher is presented as full or partial payment requires the renter to meet standard rental qualifications, and present a valid credit card or leave an additional deposit for any difference between the estimated rental charges and the stated value of the voucher. All International customers, excluding residents of Canada, Puerto Rico and the Virgin Islands, without a

Tuesday, September 24, 2002

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procedures are available. Information to be verified on the form include:

- current employment, minimum 1 year
- address and phone number in the renter's name
- bank and/or credit references

Where available and upon qualification, a cash deposit of an amount equal to or greater than the estimated rental charges must be made at time of rental and excess charges, if any, will be due in full at termination of the rental.

Cash rental policies, deposit requirements and procedures vary by and within each country. Information regarding availability of local cash qualification, restrictions that may apply, and deposit requirements are available at time of reservation or by contacting the rental location.

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**Vouchers**

A rental on which a voucher is presented as full or partial payment requires the renter to meet standard rental qualifications, and present a valid credit card or leave an additional deposit for any difference between the estimated rental charges and the stated value of the voucher. All International customers, excluding residents of Canada, Puerto Rico and the Virgin Islands, without a prepaid voucher, will be required to present a major, Hertz acceptable, credit card, at time of rental. International customers presenting a prepaid voucher must present a valid passport containing a dated US Customs stamp, coinciding with their current inbound airline ticket. Airline tickets showing the first flight segment as an outbound flight from the U.S. are not acceptable. For complete rules concerning the use of vouchers, please check at time of reservation.

[Additional Drivers/Operators](#) | [Age](#) | [Airport Fees](#)  
[Coverages/Liability Protection](#) | [Driver's License](#)  
[Driving Restrictions](#) | [Gasoline](#) | [Hours](#)  
[Method of Payment](#) | [Rates/Minimum Rental](#)  
[Tax](#) | [Transfers](#) | [Vehicle Guarantee](#)

[Back to Rental Qualifications and Requirements](#)

---

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## United States Rental Qualifications and Requirements

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### Rates/Minimum Rental Period

Hertz offers a variety of competitive rate programs, which vary among Hertz locations, car groups/classes, etc. Applicable rate programs are based upon the information supplied at the time of reservation. Subsequent itinerary changes may affect the rental charges. Some rate programs require advance reservation, minimum/maximum rental periods, pre-payment, and/or other restrictions. Generally, the minimum rental charge is one rental day (24 consecutive hours from the time the rental begins). For the most current and complete rate information check at time of reservation for details.

[Additional Drivers/Operators](#) | [Age](#) | [Airport Fees](#)  
[Covrances/Liability Protection](#) | [Driver's License](#)  
[Driving Restrictions](#) | [Gasoline](#) | [Hours](#)  
[Method of Payment](#) | [Rates/Minimum Rental](#)  
[Tax](#) | [Transfers](#) | [Vehicle Guarantee](#)

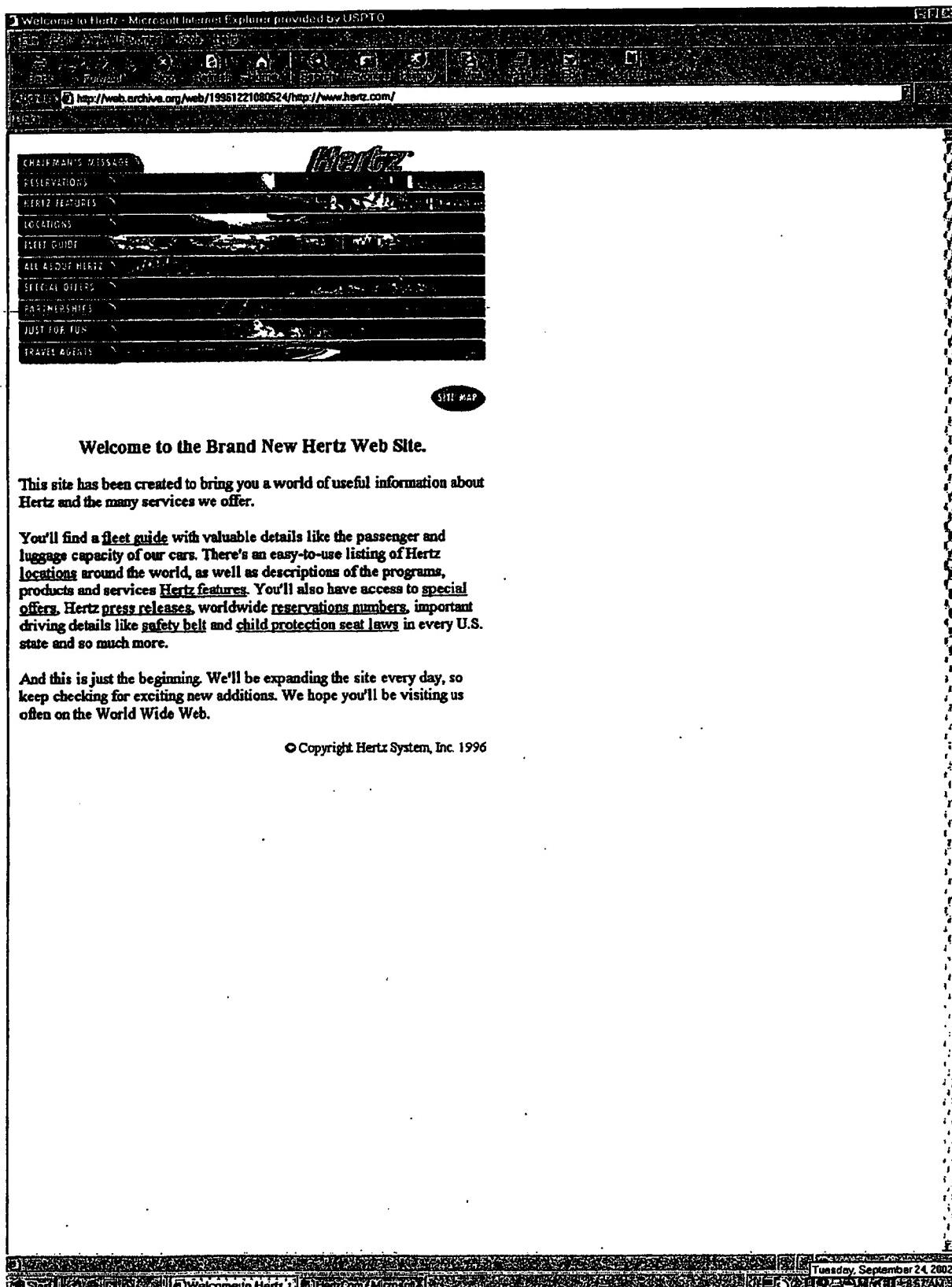
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[Back to Rental Qualifications and Requirements](#)

---

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Tuesday, September 24, 2002



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**Hertz**

**Interactive Rates & Reservations**

**Introducing our new Interactive Rates and Reservations!**

Now you can check the latest Hertz rates and instantly make, modify, or cancel reservations on-line. A credit card number is required to secure all reservations. If you're a Hertz #1 Club® or a Hertz #1 Club Gold® member you can use some or all of the information (including the credit card number) contained in your rental profile.

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- Hertz #1 Club® Members
- Hertz #1 Club Gold® Members
- Modify/Cancel Existing Reservation

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**RATES & RESERVATIONS** **Rate and General Information Screen** 

Welcome to the Hertz Interactive Reservation Process

Country of Residence: **UNITED STATES**

Pickup Date: **Month** **Day** **Year** Pickup Time: **Hour** **Min** **AM**

Return Date: **Month** **Day** **Year** Return Time: **Hour** **Min** **AM**

Arrival airline: **NONE** Flight Number:

Renting Country-State or Province: **"Choose one of the following"**

OR Airport/OAG Code:

Check here if NOT returning to the same location

**Hertz Reservation Home Page**

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http://web.archive.org/web/19970402232533/www.hertz.com/InteractiveRes.htm/iseckage.htm

**RATES & RESERVATIONS**      **Rate and General Information Screen**

Welcome to the Hertz Interactive Reservation Process

Country of Residence: **UNITED STATES**

Pickup Date: **SEP 26** Year **1998** Pickup Time: Hour **10** Min **00** AM **12**

Return Date: Month **09** Day **10** Year **1997** Return Time: Hour **10** Min **00** AM **12**

Arrival airline: **NONE** Flight Number:

Renting Country-State or Province: **"Choose one of the following"**

OR Airport/OAG Code:

Check here if NOT returning to the same location

**SEARCH** **SEARCH**

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Tuesday, September 24, 2002

10:00 AM - 10:00 AM

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http://web.archive.org/web/19970403232533/www.hertz.com/interactiveRes/htm/isepackage.htm

**Rate and General Information Screen**

Welcome to the Hertz Interactive Reservation Process

Country of Residence: **UNITED STATES**

Pickup Date: **SEP 26 1997** Pickup Time: **09 00 AM**

Return Date: **OCT 05 1997** Return Time: **09 00 AM**

Arrival airline: **United Airlines** Flight Number: **002**

Renting Country-State or Province: **UNITED STATES-CALIFORNIA**

OR Airport/OAG Code: **LAX**

Check here if NOT returning to the same location

**Search** **Get**

**Hertz Reservation Home Page**

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Tuesday, September 21, 2002

HERTZ RATE AND GENERAL INFORMATION - Microsoft Internet Explorer provided by USPTO

FIRE

http://web.archive.org/web/19970403232557/www.hertz.com/interactivePcs.htm/1sexckno.htm

RATES & FEE INFORMATION Rate and General Information Screen Hertz

Welcome to the Hertz #1 Club Gold Reservation area.

Please enter the following information so we can access your #1 Club Gold profile.

Hertz Number One Club or Hertz Gold Membership Number:

Customer Last Name:

Customer First Name:

Pickup Date: Month  Day  Year  Pickup Time: Hour  Min  AM

Return Date: Month  Day  Year  Return Time: Hour  Min  AM

Arrival airline: NONE  Flight Number:

Renting Country-State or Province:  "Choose one of the following"

OR Airport/OAG Code:

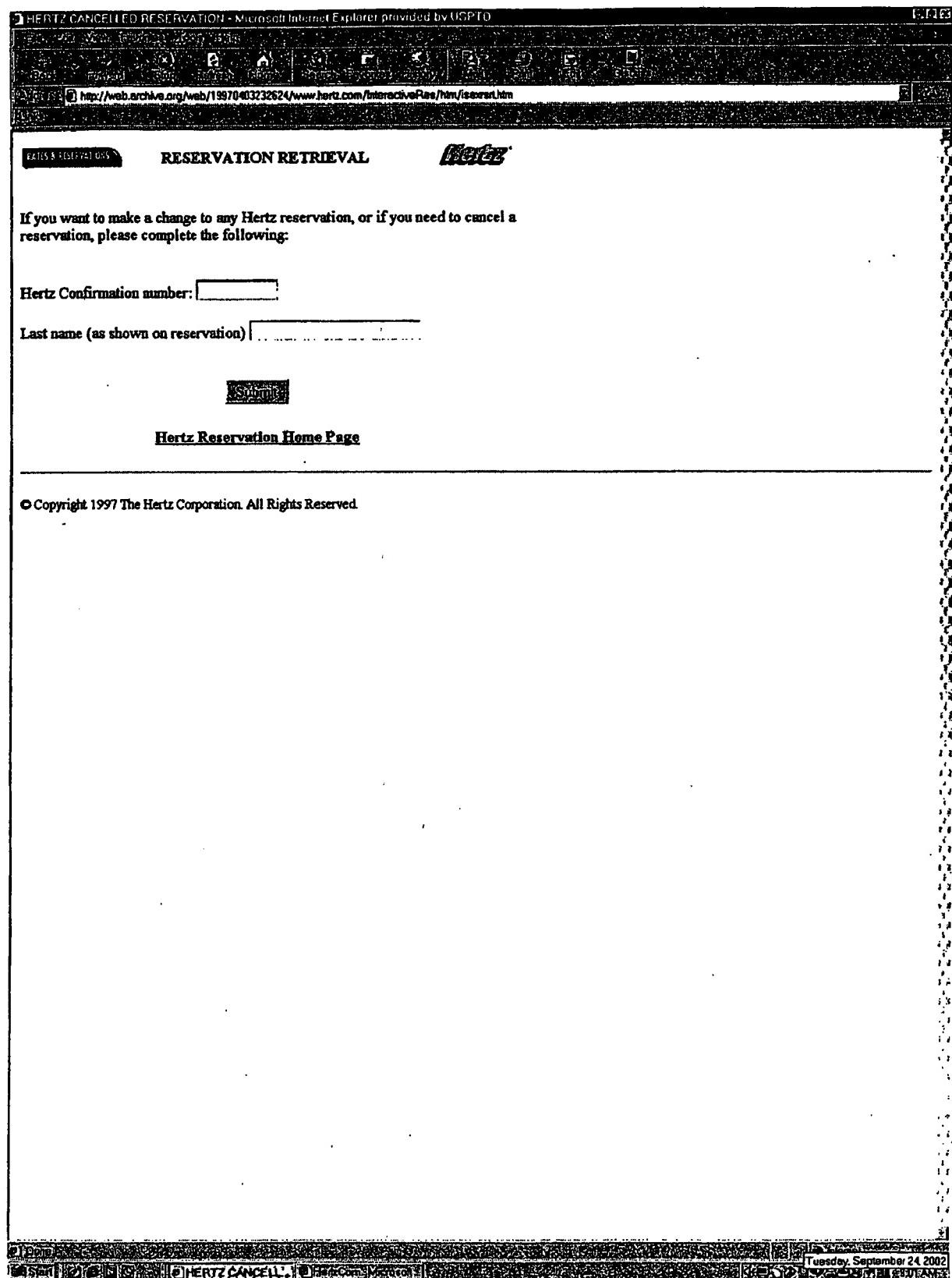
Check here if NOT returning to the same location

[Hertz Reservation Home Page](#)

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Tuesday, September 24, 2002



Hertz Fleet Information - Microsoft Internet Explorer provided by USPTO

File Edit View Insert Favorites Tools Help

Address http://web.archive.org/web/19970403232119/www.hertz.com/fleet/index.htm

FLEET GUIDE 

RATES & RESERVATIONS  
Hertz FEATURES  
LOCATIONS  
ABOUT HERTZ  
SPECIAL OFFERS  
PARTNERSHIPS  
JUST FOR FUN  
TRAVEL AGENTS  
HOME

## Welcome to the Hertz Fleet Guide

Some Hertz car selections will vary depending upon where you rent, but wherever you go, you're sure to find a quality rental car with low mileage. Hertz is the largest private purchaser of automobiles in the world. Our fleet is comprised of current model year cars with the features you want for safety and comfort: stereo cassette, driver and passenger-side airbags and anti-lock brakes to name a few. For specific fleet information in a certain country or region, start by clicking on a section of the world below. You will then find detailed information about the car classes available in that area. In the coming months, this guide will be expanded to display the entire worldwide fleet.



[Africa](#) | [Canada](#) | [Europe](#) | [United States](#)

---

© Copyright 1996 The Hertz Corporation. All Rights Reserved.

With Hertz, it's easy to find the car of your choice, anywhere in the world. Hertz offers more than 100,000 vehicles in over 100 countries.

Tuesday, September 24, 2002

Start | Home | Help | Microsoft Internet Explorer

Hertz Fleet Guide - U.S. - Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/19970403233010/www.hertz.com/fleet/us.html

## Hertz

### United States Fleet

Below you will find the Hertz U.S. fleet. For more information about any car in the fleet, please select car class below.

|   |   |   |
|---|---|---|
|    |  |  |
| <b>Economy</b>  | <b>Compact 4-door</b>   | <b>Mid-Size</b>   |
|    |  |   |
| <b>Full-Size 2-door</b>   | <b>Full-Size 4-door</b>   |   |
|    |  |  |
| <b>Premium</b>  | <b>Luxury</b>   | <b>4WD Truck</b>  |
|    |  |   |
|   |   |   |
|  |   |   |
| <b>Mini Van</b>   | <b>Convertible</b>  |   |
| <b>Ford Aerostar Extended 4WD</b>   | <b>Ford Club Wagon</b>  |   |
| <b>4WD Minivan</b>  | <b>12 Passenger Van</b>   |   |
| <b>Chevy Suburban</b>   | <b>Selena Legacy 4X4</b>  |   |
| <b>4WD Extra Capacity Truck</b>   | <b>4WD Passenger Vehicle</b>  |   |

The vehicles displayed in this site are for illustrative purposes only. A specific make or model cannot be guaranteed. Not all vehicles or vehicle types are available at every location. Specific models within each car class may vary in capacity and features.

[Back to Fleet Home Page](#)

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Hertz Fleet Information - US - Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/19970403235507/www.hertz.com/fleet/us\_class-j.html

# Hertz

## Ford Aspire



**Economy - Class J (ECAR)**

**Safety Features**

- automatic transmission
- air conditioning
- power brakes/steering
- AM/FM stereo
- seats 4 - 2 adults, 2 children
- luggage - 2 small suitcases
- mileage - 31 mpg (9.1 ltr/100 km)

**Driver/passenger airbags**

**Antilock braking system**



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[Economy](#) | [Compact 4-door](#) | [Mid-Size](#) | [Full-Size 2-door](#)  
[Full-Size 4-door](#) | [Premium](#) | [Luxury](#) | [4-Wheel Drive Truck](#) | [12 Passenger Van](#)  
[4-Wheel Drive Extra Capacity](#) | [4-Wheel Drive Passenger Vehicle](#)  
| [Minivan](#)  
[Convertible](#) | [4-Wheel Drive Mini Van](#)

[Back to U.S. Fleet](#)

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Tuesday, September 24, 2002

Home Rent A Car Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/1999011703304/http://hertz.com/

**Hertz**

COLLEGE FAIR  
GATES RESERVATION  
EXTRA/12 SERVICES  
WORLDWIDE RENTALS  
HOTEL BOOKING

**What's New At Hertz**

- Now get 20% off Hertz Web Rates in the U.S., U.S. Virgin Islands, Puerto Rico and Canada. [Click here](#) for information on how to book.
- Check out our Special Offers page for great offers like [Special Orlando Rates](#), [Special Leisure Rates throughout Europe](#), [Freedom Rates](#) and [Hertz SNO Rates](#).
- Hertz can now calculate the cost of your Hertz European Rental in three ways: home currency, destination currency and the new euro currency.
- Hertz #1 Awards members can now redeem their #1 Award points online in the [Hertz #1 Club Gold® Members Only](#) section and the [Hertz #1 Club® Members Only](#) section.
- Hertz #1 Awards members can now redeem their #1 Award points for [Volant Skis, Snowboards and Merchandise](#).
- Now you can enroll in [Hertz #1 Club Gold](#) and the [Hertz Business Account Program](#) in several languages.

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Tuesday, September 24, 2002

Start | Back | Stop | Home | Hertz Rent A Car | HertzCom, Microsoft

Hertz Rates & Reservations - Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/19990429011205/www.hertz.com/interactivres.htm#sdindex.htm

## Interactive Rates & Reservations

Now, you can check the latest Hertz rates and instantly make, modify, or cancel reservations through our Interactive process. A major credit card number is required with all reservations. Debit Cards are not acceptable for confirming reservations. If you're a Hertz #1 Club® or a Hertz #1 Club Golds member you can use information (including the credit card number) contained in your rental profile. You can also update your Hertz #1 Gold Profile online.

If you have questions regarding online reservations, policies and procedures, or programs and services, please review our list of "Frequently Asked Questions."

The following pages will place your browser in a secure mode which will encrypt your information sent to us.

Select one of the following Secure options:

- General Rates & Reservations
- Hertz #1 Club Members
- Hertz #1 Club Gold Members
- Modify/Cancel Existing Reservation

**Submit**

Remember to check our Special Offers section for details on all of our new offers including our Web Weekend and Weekly Rates.

Please refer to our policy information in the Policies & Procedures section for details on rental qualifications and requirements, acceptable forms of payment, airport fees, facility fees, vehicle licensing fees, etc. If you are under 25 years of age, refer to the "AGE" section for important information.

You can also reach our Reservations office at 1-800-654-3131 in the US. Internationally, you'll find your local reservations office here. Of course, you can also contact your professional Travel Agent for reservations.

Hertz strongly discourages fictitious or duplicate reservations. If Hertz establishes that an individual user has submitted and confirmed multiple identical bookings, we reserve the right to cancel one or all of the reservations without notice to the requester.

Tuesday, September 24, 2002

Hertz Special Offers - Updated April 23, 1999 - Microsoft Internet Explorer provided by USPTO

SEARCH | HOME | HELP | LOGOUT | PRINT | FAVORITES | DOWNLOADS | HERTZ.COM

http://web.archive.org/web/1999050224140/www.hertz.com/spec/

SPECIAL OFFERS 

**Hertz Special Offers**

**20% Off Your Hertz Rental**  
Book online and save 20% off standard and leisure, weekly and weekend rates through 5/31/99. Rates available to residents of US, US Virgin Islands, Puerto Rico and Canada.

**Freedom Rates**  
Hertz Freedom Rates through 6/24/99. Pick up any day. Return any day. Just keep over a Saturday night. Rates available to residents of US, US Virgin Islands, Puerto Rico and Canada.

**Western Freedom Rates**  
Pick up and drop off at any participating western location with no drop off charge through 6/30/99. Just keep over a Saturday night. Rates available to residents of US, US Virgin Islands, Puerto Rico and Canada.

**Fantastic Leisure Offers in Europe**  
Weekend and Weekly rates for destinations throughout Europe. Valid until June 30, 1999.

**Europe Double Upgrade PLUS Double Miles in the U.K. & Germany & NOW Switzerland**  
Double upgrade at participating locations throughout Europe, plus double miles in the U.K., Germany and Switzerland! Book an Affordable Europe Weekly Prepaid rental by June 30, 1999 for pickup through December 31, 1999. Booking must be pre-paid via telephone reservation. Offer for residents of US and Canada only.

**Freedom Rates in Canada**  
Freedom Rates in Canada available through 6/30/99. Rates available to residents of Canada.

**4 X 4 Rates in Canada**  
Special Unlimited kilometres with a 4 x 4 rates in Canada through 6/30/99. Rates available to residents of Canada.

**One Way Rates**  
One way rates as low as \$49/day through 5/31/99. Rates available to residents of U.S., U.S. Virgin Islands, Puerto Rico and Canada.

**American Express® Small Business Corporate Cardmembers Free Double Upgrade**  
Free Double Upgrade through 7/31/99. Exclusively for American Express® Small Business Corporate Cardmembers.

**Manhattan to Newark One Way Rates**  
\$27/day One Way from Manhattan to Newark Airport

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Tuesday, September 24, 2002

Hertz Customer Service: Frequently Asked Questions - Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/20000817070024/hertz.com/company/faq/index.htm

# Hertz

## ABOUT HERTZ

### Frequently Asked Questions

Please choose a subject below for a list of our most frequently asked questions. If you have any further questions, please send us an e-mail. To contact us outside of the United States, click [here](#) for our global phone list.

|  |  |
|--|--|
| <a href="#"><u>Hertz #1 Club Gold®</u></a>           | Questions regarding the use of the Hertz #1 Club Gold Members Only section of this web site.     |
| <a href="#"><u>Hertz Online Reservations</u></a>     | Questions regarding the Online Reservations area of this website.                                |
| <a href="#"><u>Hertz #1 Awards™</u></a>              | Questions regarding the Hertz #1 Awards Program, your points status, and merchandise redemption. |
| <a href="#"><u>Hertz Programs &amp; Services</u></a> | Questions regarding our available programs and services.   |
| <a href="#"><u>Policies and Procedures</u></a>       | Questions regarding our rental policies and procedures.  |

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D:\Dyna\Hertz\Hertz.htm [12:31:56] [Hertz Customer Service] [D:\Dyna\Hertz\Hertz.htm] [Tuesday, September 24, 2002]

Hertz Customer Service - Frequently Asked Questions - Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/20020601174204/herz.com/company/faq/faq.cfm?category=IPRES

## Hertz

### About Hertz

### Frequently Asked Questions

#### Hertz Online Reservations Questions

1 Can I use my Debit Card or Bank Card to reserve a Hertz car?

2 Can I use another person's credit card for payment of my reservation?

3 What can I do if I do not have a credit card in my name?

4 Can I use my company credit card for my rental?

5 Can I use more than one credit card to pay for my rental?

6 Do I need to pay a deposit when I make a reservation?

7 Are Specialty Vehicles available on the Hertz Internet Reservation System?

8 How do I make a minimum advance payment on my reservation?

9 How can I see what vehicles are available?

10 Can I reserve a vehicle for up to four days?

11 Can I rent a vehicle from another city?

12 I need to change my reservation, but keep getting a message saying the reservation number doesn't match my vehicle.

13 I made a reservation through my Travel Agent, can I change it online?

14 Is there a penalty to cancel my reservation?

15 What does the message "no cars available" mean?

16 What does the message "no locations open this city" mean?

17 Is it safe to use my credit card online?

18 Are taxes included in the rate quoted?

19 Is LDW included in the rate quoted?

20 Is insurance included in the rate quoted?

21 With my personal car insurance or charge card LDW coverage, do I need to purchase LDW from Hertz?

22 The box to enter my airline flight number is not long enough.

23 What qualifies as a "weekend" rental?

**Can I use my Debit Card or Bank Card to reserve a Hertz car?**

Debit or bank cards are not accepted at the time of rental, however, they may be used as a form of payment when you return the vehicle.

Tuesday, September 24, 2002

Hertz Customer Service: Frequently Asked Questions - Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/2000060174204/hertz.com/company/faq/faq.cfm?category=IRES

|   |   |
|---|---|
| <b>Can I use another person's credit card for payment of my rental?</b> | Charge cards must be in the renter's name and embossed on the front of the card. The renter's signature must appear on the back of the card.  |
| <b>What can I do if I do not have a credit card in my name?</b>         | Cash Rentals are accepted with a Cash Deposit ID Card. Applications for a Cash Deposit ID Card are available from your local Hertz Office. Applicant must be 18 years or older and the application process takes approximately 30 days. There is a \$15USD nonrefundable processing fee.  |
| <b>Can I use my company credit card for my rental?</b>                  | A signed company credit card, with only the company name on the front, is accepted as long as the signature on the back is the same as the renter. A company credit card is accepted without a signature on the back as long as there is no name embossed on the front. There are a few exceptions to this policy. Please contact your local <u>Hertz Reservation Office</u> for these exceptions.  |
| <b>Can I use more than one credit card to pay for my rental?</b>        | No you cannot split charges among different charge cards.   |
| <b>Can I use coupons toward my rental?</b>                              | You can use one promotional coupon per reservation. Some coupons cannot be used on most promotional rates and cannot be combined with any discounts. Check the terms of your coupon, then enter its "PC#" in the "Promotion Coupon (PC) Number" section on the Rate and General Information screen. If you still have a problem, after reviewing the terms and conditions, you may want to contact your local <u>Hertz Reservation Office</u> for assistance. |
| <b>Are Sport Utility Vehicles available on the Hertz Internet site?</b> | Most locations will confirm Sport Utility Vehicles. However, some locations will not confirm SUV's because they require special handling and/or additional identification. If the location cannot confirm your SUV, you will  |

Tuesday, September 24, 2002

Hertz Customer Service - Frequently Asked Questions - Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/20010501174204/hertz.com/company/faq/faq.cfm?category=IRES

**Are Sport Utility Vehicles available on the Hertz internet site?**

Most locations will confirm Sport Utility Vehicles. However, some locations will not confirm SUV's because they require special handling and/or additional identification. If the location cannot confirm your SUV, you will receive an error message. Please contact your local Hertz Reservation Office for assistance.

**I'm having trouble confirming a vehicle. What could be the problem?**

The problem could be one of the following: the vehicle you have selected may not be available at the location you selected, the availability of the vehicle may be limited, the vehicle may require special handling. You may select another vehicle type or contact your local Hertz Reservation Office for assistance.

**How can I reserve a one-way rental?**

You can reserve a one-way vehicle either online, or by calling Hertz directly. Be sure to include your pickup and return locations and we will give you the best rate based on your information.

**Can I reserve a vehicle for 60 or more days?**

Our site will confirm rentals for up to 60 days. If you need a rental for more than 60 days please contact your local Hertz Reservation Office for assistance.

**Can I change or cancel my reservation online?**

Yes. Simply click on "Rates and Reservations" and click to "Modify/Cancel Reservations." Next, enter your name and confirmation number and you will be prompted to enter the information to modify or cancel your reservation.

**I tried to change my reservation, but I keep getting a message saying my reservation number doesn't match my last name.**

Please verify that your confirmation number is correct and be sure to enter the last name that you used when making the reservation. If you are still not successful, please call your local Hertz Reservations Office.

Tuesday, September 24, 2002

Hertz Customer Service: Frequently Asked Questions - Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/20000604174204/hertz.com/company/faq/faq.cfm?category=RES

|   |  |
|---|--|
| <b>I made a reservation through my travel Agent can I change it online?</b> | Yes. Click on "Rates and Reservations" and click to "Modify/Cancel Reservations." Be sure to include your Hertz confirmation number.   |
| <b>Is there a penalty to cancel my reservation?</b>                         | Some rates and vehicle types require a guarantee and may have a cancellation penalty associated with the reservation. However, reservations currently processed through our site do not have any guarantee or penalty associated to the rate nor vehicle confirmed. If a penalty applies, complete information will be included on the Rate screen and on the Confirmation screen. |
| <b>What does the message "no cars available" mean?</b>                      | This response may mean one of the following: the vehicle you requested is not available, the vehicle may require special handling, the location may not permit reservations through the Internet. Please select another vehicle or contact your local Hertz Reservation Office for assistance.   |
| <b>What does the message "no locations open this city" mean?</b>            | The location may be closed due to a holiday or the reservation time you have selected is outside of the location's operating hours. Please refer to the "Policy" section within "Rates and Reservations" or in the "Worldwide Locations" section for specific location information.  |
| <b>Is it safe to use my credit card online?</b>                             | We use industry-accepted encryption to secure all pages that require credit card information.  |
| <b>Are taxes included in the rate quoted?</b>                               | The rate response screen will specify what charges (including taxes, surcharges, and fees) are included in your rate quote.  |
| <b>Is LDW included in the rate quoted?</b>                                  | This depends on the location and rate plan that you have selected. If it is included, you  |

Tuesday, September 24, 2002

Hertz Customer Service Frequently Asked Questions Microsoft Internet Explorer provided by USP10

http://web.archive.org/web/20000804174204/hertz.com/company/faq/faq.cfm?category=IRES

fees) are included in your rate quote.

**Is LDW included in the rate quoted?**

This depends on the location and rate plan that you have selected. If it is included, you will see it listed in the "Mandatory Items" or "Inclusive Items" section. If it is not included, it will be listed within the "Optional Items" section.

**Is insurance included in the rate quoted?**

The provisions of liability protection vary from state to state and country to country. In the U.S., Hertz provides at no extra charge, on either primary or secondary basis depending on the state (except for California), basic liability protection for bodily injury and property damage to third parties within limits when the car is used in accordance with all terms and conditions of the rental agreement.

**With my personal card insurance or charge card LDW coverage do I need to pay extra for LDW from Hertz?**

Only you can make that decision. For information on what your personal insurance covers, you should check with your insurance agent. To check on the benefits from your charge card, you should check with the charge card's customer service department. Then you can decide if you wish to accept LDW.

**The box to enter my airline flight number is not long enough.**

If your flight number contains letters and numbers, please enter only the numeric information.

**What qualifies as a weekend rental?**

Generally, rentals picked up beginning Noon on Thursday through Noon Sunday qualify for the weekend rate, provided the rental is kept over a Saturday night. There are, however, some exceptions to the Saturday night keep rule and extra day charges do apply for any rental not returned by end of day Monday.

If you have any further questions, you can contact us by e-mail.

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Tuesday, September 24, 2002

Hertz Rent A Car - Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/20000229085415/http://www.hertz.com/

Select a Language  US English

CAR & TRAVEL LOCATIONS  
HOTELS & SPAS  
WORLDWIDE LOCATIONS  
DEALERS

PRIVACY & PROCEDURES  
PRIVACY  
DISCLAIMERS  
TERMS & CONDITIONS  
HERTZ MEMBERS

Hertz #1 Club  Hertz Small Business  Employment  Contact Us  
 Hertz Truck  Hertz Local  Hertz Car  Hertz Equipment  Site Map  
 Hertz #1 Club Gold Members Only

WHAT'S NEW AT HERTZ?

- Gold members register your e-mail address now! Just go to the Gold Members Only section of Hertz #1 Club Gold and select Profile Updates. We'll send you Hertz #1 Club news and more.
- Try our new NeverLost, the in-car satellite navigation system, that shows and tells you how to get wherever you want to go!
- The Worldwide Locations Section now has interactive maps and driving directions to your nearest Hertz Location in the U.S.A.
- Offer extended through March 31, 2000! Get your first 3 days cell phone rental free on a 7 day cell phone rental in Europe. Click here for more information.
- 20% off SUV/Standard 4-wheel drive and Luxury Car weekly rentals! Now through March 31, 2000. Click here for details.
- Check out our Special Offers page for great offers like Freedom Rates, SNO Rates, Winter Weekend Getaways and Travel Partner Offers.
- Visit hertztrucks.com for Hertz Truck & Van Rentals. Get a price quote and make a reservation, find the closest location, sign up for a business account, select the right truck. Everything you need to make your move a Nice Move.

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Tuesday, September 24, 2002

Hertz Rates & Reservations - Microsoft Internet Explorer provided by USPTO

http://web.archive.org/web/200008150940/www.hertz.com/interactive/res/rad/index.htm

# Hertz Interactive Rates & Reservations

Select one of the following Secure options:

- General Rates & Reservations
- Hertz #1 Club Members
- Hertz #1 Club Gold Members
- Modify/Cancel Existing Reservation

**Submit**

A valid major credit card number is required with all reservations. Debit Cards are not acceptable for confirming reservations.

Please refer to our policy information in the Policies & Procedures section for details on:

- rental qualifications and requirements
- acceptable forms of payment
- airport fees, facility fees, vehicle licensing fees, etc.
- age requirements, especially if you are under 25 years of age

If you have questions regarding online reservations, policies and procedures, or programs and services, please review our list of "[Frequently Asked Questions](#)".

Hertz strongly discourages fictitious or duplicate reservations. If Hertz establishes that an individual user has submitted and confirmed multiple identical bookings, we reserve the right to cancel one or all of the reservations without notice to the requestor.

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Tuesday, September 24, 2002

Hertz RATE AND GENERAL INFORMATION - Microsoft Internet Explorer provided by USPTO

File Edit View Insert Favorites Tools Help

Address https://www.hertz.com/InteractiveRes/secure/SNWEBB.EXE?U-CK-ONLINE-G050/

**Hertz Interactive Reservation**

Welcome to the Hertz Interactive Reservation Process!

**Residence Information**

Country of Residence: Select One

Pickup Date: Month Day Year

Pickup Time: Hour Min AM

**Return Information**

Return Date: Month Day Year

Return Time: Hour Min AM

**Arrival Information**

Arrival Airline: Not arriving by Flight

Flight Number:

**Rent Location from where you are arriving**

Renting Country-State or Province: Choose one of the following\*

OR  
Airport/OAG Code:

Check here if NOT returning to the same location

**Submitted**

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Tuesday, September 24, 2002

HERTZ RATE AND GENERAL INFORMATION - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/interactiveRes/secure/ISNWEBB.EXE?U-CK-ONLINE.GDR/

**Hertz**

Welcome to the Hertz Interactive Reservation Process!

Country of Residence: UNITED STATES

Pickup Date: SEP 30 2002

Pickup Time: 09 00 AM

Return Date: OCT 04 2002

Return Time: 09 00 AM

Arrival Airline: Not arriving by Flight

Renting Country: UNITED STATES-VIRGINIA

OR  
Airport/OAG Code:

Check here if NOT returning to the same location

**Submit**

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Tuesday, September 24, 2002

HERTZ FIND LOCATION - Microsoft Internet Explorer provided by USPTO

File Edit View Insert Favorites Tools Help

Address https://www2.hertz.com/interactivePac/secure/ISNWEBB.EXE?U=CK+ONLINE+G130/

Hertz

Please select a city, then click submit.

Country-State or Province: UNITED STATES - VIRGINIA

City: Choose one of the following

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Tuesday, September 24, 2002

HERTZ FIND LOCATION - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/interactiveRes/secure/ISNWEBBLETU+OK+ONLINE+Q220/

Hertz

Please select a location, then click submit.

Country-State or Province: UNITED STATES - VIRGINIA  
City: CHARLOTTESVILLE

Location: CHARLOTTESVILLE AIRPORT

Submit

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Tuesday, September 24, 2002

HERTZ RENTAL DETAILS - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/interactiveRes/secure/ISNWEBB.EXE?U=CK+ONLINE+G230/

**Hertz** INTERACTIVE RENTAL SERVICE

Please review your rental criteria listed below. If the information is correct, complete the remaining fields and click submit to check rates or review policies.

**Rental Information**

Country of Residence: UNITED STATES

Pickup Date: SEP 30 2002

Pickup Time: 0900 AM

Return Date: OCT 04 2002

Return Time: 0900 AM

Renting Location: CHARLOTTESVILLE AIRPORT, CHARLOTTESVILLE

Renting Country: VIRGINIA, UNITED STATES

Return Location: CHARLOTTESVILLE AIRPORT, CHARLOTTESVILLE

Return Country: VIRGINIA, UNITED STATES

Review Terms and Conditions

**Additional Information**

The following information is optional.

Phone Number: \_\_\_\_\_

E-MAIL Address: \_\_\_\_\_

CDP Discount Plan Number: \_\_\_\_\_

Please select one:

Official Travel       Personal Business

Corporate renters, please contact your travel department to check the Terms and Conditions of your contract regarding personal business travel.

Company Order/Billing Reference Number: \_\_\_\_\_

Freq Traveller Airline: **NONE**

FT Number: \_\_\_\_\_

Hotel Freq Guest: **NONE**

Guest Number: \_\_\_\_\_

Promotion Coupon (PC) Number: \_\_\_\_\_

Convention Number: \_\_\_\_\_

Please include the code CV in the Convention number above.  
Example CVxxxxxx

**Special Equipment**

Child Seats  
 Number of Child seats (default is 1) \_\_\_\_\_

Handcontrols - Right & or  Handcontrols - Left &

Ski Equipped Vehicle

Tuesday, September 24, 2002

Hertz RENTAL DETAILS - Microsoft Internet Explorer provided by USPFO

<https://www2.hertz.com/interactive/RentSecure/ISNWEBBLEX7U+CK+ONLINE+G230/>

**Hertz** [Rates & Details](#)

Please review your rental criteria listed below. If the information is correct, complete the remaining fields and click submit to check rates or review policies.

Residence Information: [Change](#)

Country of Residence: UNITED STATES

Pickup Information: [Change](#)

Pickup Date: SEP 30 2002  
Pickup Time: 0900 AM

Return Information: [Change](#)

Return Date: OCT 04 2002  
Return Time: 0900 AM

Renting Location: CHARLOTTESVILLE AIRPORT, CHARLOTTESVILLE  
Renting Country: VIRGINIA, UNITED STATES  
Return Location: CHARLOTTESVILLE AIRPORT, CHARLOTTESVILLE  
Return Country: VIRGINIA, UNITED STATES

[Review Terms and Conditions](#)

Carry-on Luggage: [Change](#)

**INTERMEDIATE CAR AUTOMATIC AIR - CHEVROLET CAVALIER or SIMILAR**

Additional Options: [Change](#)

The following information is optional.

Phone Number:

E-MAIL Address:

CDP Discount Plan Number:

Please select one:

Official Travel  Personal Business

Corporate renters, please contact your travel department to check the Terms and Conditions of your contract regarding personal business travel.

Company Order/Billing Reference Number:

Freq Traveller Airline:  **NONE**

FT Number:

Hotel Freq Guest:  **NONE**

Guest Number:

Promotion Coupon (PC) Number:

Convention Number:

Please include the code CV in the Convention number above.  
Example CVxxxxx

Special Equipment: [Change](#)

Child Seats  
Number of Child seats (default is 1)

Handcontrols - Right  
or  
 Handcontrols - Left  
 Ski Equipped Vehicle

Tuesday, September 24, 2002

HERTZ RENTAL DETAILS - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/InteractiveRes/secure/ESNIVIEW&E7U+OK+ONLINE+G230/

Renting Location: CHARLOTTESVILLE AIRPORT, CHARLOTTESVILLE  
 Renting Country: VIRGINIA, UNITED STATES  
 Return Location: CHARLOTTESVILLE AIRPORT, CHARLOTTESVILLE  
 Return Country: VIRGINIA, UNITED STATES

Review Terms and Conditions

I have read and accept the terms and conditions.

INTERMEDIATE CAR AUTOMATIC AIR - CHEVROLET CAVALIER or SIMILAR

The following information is optional.

Phone Number:

E-MAIL Address:

CDP Discount Plan Number:

Please select one:

Official Travel     Personal Business

Corporate renters, please contact your travel department to check the Terms and Conditions of your contract regarding personal business travel.

Company Order/Billing Reference Number:

Freq Traveller Airline:

FT Number:

Hotel Freq Guest:

Guest Number:

Promotion Coupon (PC) Number:

Convention Number:

Please include the code CV in the Convention number above.  
 Example CVxxxxx

Special Equipment

Child Seats  
 Number of Child seats (default is 1)

Handcontrols - Right &  
 or  
 Handcontrols - Left &

Side Equipped Vehicle

Hertz NeverLost®, In-Car Navigation System

Required Information

Based on the information provided:

I want Hertz to find the lowest rate  
 - OR -  
 I want my Corporate Rate (and benefits)  
 - OR -  
 I was told to "Ask For" Rate Code (RQ)

---

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Tuesday, September 24, 2002

HERTZ RATE DISPLAY - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/interactiveRes/secure/ISNWEBBEX?U=CK+ONLINE+0310/

# Hertz

## Rental & Reservations

Based on your rental criteria, here is the best rate currently available. If you wish to confirm this reservation, please scroll below and click to reserve.

**Rental Criteria**

Renting Location: CHARLOTTESVILLE AIRPORT  
 Pickup Date: 09/30/2002  
 Return Location: CHARLOTTESVILLE AIRPORT  
 Return Date: 10/04/2002  
 Vehicle Type: INTERMEDIATE CAR AUTOMATIC AIR  
 CHEVROLET CAVALIER OR SIMILAR

**Review Terms and Conditions**

The total rate for your SHOP ALL RATES was calculated based on the following:

**RATE CODE**

RATE (RQ) CODE: MC1D  
 RATE IN US DOLLARS - USD  
 GUARANTEED  
 BASE AMOUNT:  
 DAILY: 4 AT 49.99 USD  
 UNLIMITED FREE MI  
 (MI - MILES KM - KILOMETERS)

**APPROXIMATE RENTAL CHARGE**

PER RENTAL  
 TAX: 8.08%  
 (AD00001:APF)AIRPORT CONCESSION FEE RECOVERY: 10.00%  
 (V000014:VLF)VEHICLE LICENSE FEE RECOVERY: 1.24 USD  
 (T0000030:TRF)CUSTOMER FACILITY CHARGE: 8.00 USD  
 APPROXIMATE RENTAL CHARGE: 247.67 USD  
 UNLIMITED FREE MI

Approximate rental charges are based on available information at time of reservation. Additional fees or surcharges, may be applied at time of rental. For U.S. Frequent Flyer programs a Frequent Flyer Tax Recovery Surcharge may also apply through September 30, 2002. For rentals on or after October 1, 2002 a Frequent Flyer Surcharge of up to \$0.50 per day up to a maximum of \$2.00 per rental may also apply when renters choose to take miles or credits from a U.S. Frequent Flyer program.

**OPTIONAL INSURANCE**

PER DAY  
 LIABILITY INSURANCE: 10.99 USD  
 SUPPLEMENT: 20.99 USD  
 LOSS DAMAGE WAIVER: 20.99 USD  
 PERSONAL ACCIDENT INSURANCE / PERSONAL EFFECTS COVERAGE: 5.50 USD

**Conditions**

1 HOUR ADVANCE BOOKING REQUIRED  
 1 DAY MINIMUM RENTAL  
 62 DAY MAXIMUM RENTAL  
 AIRLINE TICKET REQUIRED: NO

Hertz strongly discourages fictitious or duplicate reservations. If Hertz establishes that an individual user has submitted and confirmed multiple identical bookings, we reserve the right to cancel one or all of the reservations without notice.

Tuesday, September 24, 2002

HERTZ RATE DISPLAY | Hertz.com | More

3 HERTZ RATE DISPLAY - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/interactiveRes/secure/TSW/WEB/EXE?U=OK+ONLINE+G310/

**Hertz**

**RENT A CAR RESERVATIONS**

Renting Location: CHARLOTTESVILLE AIRPORT  
 Pickup Date: 09/30/2002  
 Return Location: CHARLOTTESVILLE AIRPORT  
 Return Date: 10/04/2002  
 Vehicle Type: FULLSIZE CAR AUTOMATIC AIR  
 MERCURY SABLE OR SIMILAR

**Review Terms and Conditions**

The total rate for your SHOP ALL RATES was calculated based on the following:

**RATE (RQ) CODE: MCLD**  
**RATE IN US DOLLARS - USD**  
**GUARANTEED**  
**BASE AMOUNT:**  
**DAILY: 4 AT 53.99 USD**  
**(MI - MILES KM - KILOMETERS)**

**PER RENTAL**

|  |  |
|--|--|
| TAX: (A000001:APF) AIRPORT CONCESSION FEE RECOVERY: (V000014:VLF) VEHICLE LICENSE FEE RECOVERY: (T000030:TRF) CUSTOMER FACILITY CHARGE: APPROXIMATE RENTAL CHARGE: | 8.00x 10.00x 1.24USD 8.00USD 266.68USD |
| UNLIMITED FREE MI  |  |

Approximate rental charges are based on available information at time of reservation. Additional fees or surcharges may be applied at time of rental. For U.S. Frequent Flyer program Frequent Flyer Tax Recovery Surcharge may also apply through September 30, 2002. For rentals on or after October 1, 2002 a Frequent Flyer Surcharge of up to \$0.50 per day up to a maximum of \$2.00 per rental may also apply when renters choose to take miles or credits from a U.S. Frequent Flyer program.

**PER DAY**

|   |                            |
|---|----------------------------|
| LIABILITY INSURANCE SUPPLEMENT: LOSS DAMAGE WAIVER: PERSONAL ACCIDENT INSURANCE /PERSONAL EFFECTS COVERAGE: | 10.99USD 20.99USD 5.50 USD |
|---|----------------------------|

**CONDITIONS**

1 HOUR ADVANCE BOOKING REQUIRED  
 1 DAY MINIMUM RENTAL  
 62 DAY MAXIMUM RENTAL  
 AIRLINE TICKET REQUIRED: NO

Hertz strongly discourages fictitious or duplicate reservations. If Hertz establishes that an individual user has submitted and confirmed multiple identical bookings, we reserve the right to cancel one or all of the reservations without notice to the requestor. If you find you do not need this reservation, please remember to cancel.

SEARCH | HERTZ RATE DISPLAY | Help | Microsoft Internet Explorer | Tuesday, September 24, 2002

Hertz Rate Display - Microsoft Internet Explorer provided by USPTO

Vehicle type: FULLSIZE CAR AUTOMATIC AIR  
MERCURY SABLE OR SIMILAR

[Review Terms and Conditions](#)

The total rate for your SHOP ALL RATES was calculated based on the following:

|   |   |
|---|---|
| RATE (RQ) CODE:   | MCLD  |
| RATE IN US DOLLARS - USD  |   |
| GUARANTEED  |   |
| BASE AMOUNT:  |   |
| DAILY:  | 4 AT 53.99 USD<br>UNLIMITED FREE MI<br>(MI = MILES KM = KILOMETERS) |
| <a href="#">View Details</a>  |   |
| PER RENTAL  |   |
| TAX:  | 8.00 x  |
| (A000001:APP) AIRPORT CONCESSION FEE RECOVERY:  | 10.00 x   |
| (V000014:VLF) VEHICLE LICENSE FEE RECOVERY:   | 1.24 USD  |
| (T000030:TIF) CUSTOMER FACILITY CHARGE:   | 0.00 USD  |
| APPROXIMATE RENTAL CHARGE:  | 266.68 USD<br>UNLIMITED FREE MI                                     |
| Approximate rental charges are based on available information at time of reservation. Additional fees or surcharges may be applied at time of rental. For U.S. Frequent Flyer programs a Frequent Flyer Tax Recovery Surcharge may also apply through September 30, 2002. For rentals on or after October 1, 2002 a Frequent Flyer Surcharge of up to \$0.50 per day up to a maximum of \$2.00 per rental may also apply when renters choose to take miles or credits from a U.S. Frequent Flyer program. |   |
| <a href="#">View Details</a>  |   |
| PER DAY   |   |
| LIABILITY INSURANCE SUPPLEMENT:   | 10.99 USD   |
| LOSS DAMAGE WAIVER:   | 20.99 USD   |
| PERSONAL ACCIDENT INSURANCE /PERSONAL EFFECTS COVERAGE:   | 5.50 USD  |
| <a href="#">View Details</a>  |   |
| 1 HOUR ADVANCE BOOKING REQUIRED<br>1 DAY MINIMUM RENTAL<br>62 DAY MAXIMUM RENTAL<br>AIRLINE TICKET REQUIRED: NO   |   |
| Hertz strongly discourages fictitious or duplicate reservations. If Hertz establishes that an individual user has submitted and confirmed multiple identical bookings, we reserve the right to cancel one or all of the reservations without notice to the requestor. If you find you do not need this reservation, please remember to cancel it either through this site or by contacting your local Hertz Reservation Office.   |   |
| Please click here to reserve and secure with credit card  |   |
| <a href="#">Reserve</a>   |   |

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SEARCH | LOGOUT | Hertz RATE DISPLAY | Hertz.com - Home | Tuesday, September 24, 2002 | 10:52 AM

1 HERTZ CUSTOMER DATA - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/InteractiveRes/secure/ISNWEBB.EXE?U=OK-ONLINE+G620/

**Hertz**

RENT A CAR ONLINE

RESERVE YOUR RENTAL

To confirm your reservation please enter a valid credit card in the renter's name:

Charge Card

Type:

Charge Card Number:

Do not include spaces or dashes

Expiration Date:  Month  Year

Expiration date is not required for Hertz Credit Card or One Trip Travel Order.

Credit Cards must have available credit for the estimated amount of rental charges plus \$40 for any incidental charges in order to secure the rental. Debit, bank and Visa Electron cards are not accepted at time of reservation or rental. Debit and bank cards may be used as a form of payment when you return the vehicle. Visa Electron cards are not accepted as a form of payment when returning the vehicle.

Personal Information

Customer Name:  
First:  Last:

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Tuesday, September 24, 2002

HERTZ CUSTOMER DATA - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/InteractiveRes/secure/ISNWEBB.EXE?U=CK-ONLINE•G:620/

**Hertz** **RENT A CAR** **RENT & RESERVE**

**CREDIT CARD INFORMATION**

To confirm your reservation please enter a valid credit card in the renter's name:

Charge Card Type:

Charge Card Number:   
Do not include spaces or dashes

Expiration Date:

Expiration date is not required for Hertz Credit Card or One Trip Travel Order.

Credit Cards must have available credit for the estimated amount of rental charges plus \$40 for any incidental charges in order to secure the rental. Debit, bank and Visa Electron cards are not accepted at time of reservation or rental. Debit and bank cards may be used as a form of payment when you return the vehicle. Visa Electron cards are not accepted as a form of payment when returning the vehicle.

**PERSONAL INFORMATION**

Customer Name:  
First:  Last:

---

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Tuesday, September 24, 2002

HERTZ CUSTOMER DATA - Microsoft Internet Explorer provided by USPTO

File Edit View Favorites Tools Help

Address https://www2.hertz.com/interactiveRes/secure/ISNWEBB.EXE?U-CK-ONLINE-G310

**Hertz** [Home & Reservations](#)

Reserve a Vehicle  
Make a Payment  
Find a Location  
Print Reservation  
Help & Support  
Privacy Policy  
About Hertz  
Feedback  
Feedback

**\*\* ERROR \*\***

Invalid Credit Card Number entered.

To confirm your reservation please enter a valid credit card in the renter's name:

Charge Card Type:

Charge Card Number:

Do not include spaces or dashes

Expiration Date:

Expiration date is not required for Hertz Credit Card or One Trip Travel Order.

Credit Cards must have available credit for the estimated amount of rental charges plus \$40 for any incidental charges in order to secure the rental. Debit, bank and Visa Electron cards are not accepted at time of reservation or rental. Debit and bank cards may be used as a form of payment when you return the vehicle. Visa Electron cards are not accepted as a form of payment when returning the vehicle.

(Personal Information)

Customer Name:  
First:  Last:

---

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Tuesday, September 24, 2002

Hertz CUSTOMER DATA - Microsoft Internet Explorer provided by USPTO

File Edit View Insert Favorites Tools Help

Address https://www2.hertz.com/InteractiveRes/secure/ISNIWEBB.EXE?U=CK.ONLINE.C910/

**Hertz** [Reserve a car online](#)

Personal Information

**\*\* ERROR \*\***

Invalid Credit Card Number entered.

Reservation Confirmation

To confirm your reservation please enter a valid credit card in the renter's name:

Charge Card Type:

Charge Card Number:

Do not include spaces or dashes

Expiration Date:

Expiration date is not required for Hertz Credit Card or One Trip Travel Order.

Credit Cards must have available credit for the estimated amount of rental charges plus \$40 for any incidental charges in order to secure the rental. Debit, bank and Visa Electron cards are not accepted at time of reservation or rental. Debit and bank cards may be used as a form of payment when you return the vehicle. Visa Electron cards are not accepted as a form of payment when returning the vehicle.

Personal Information

Customer Name:

First:  Last:

---

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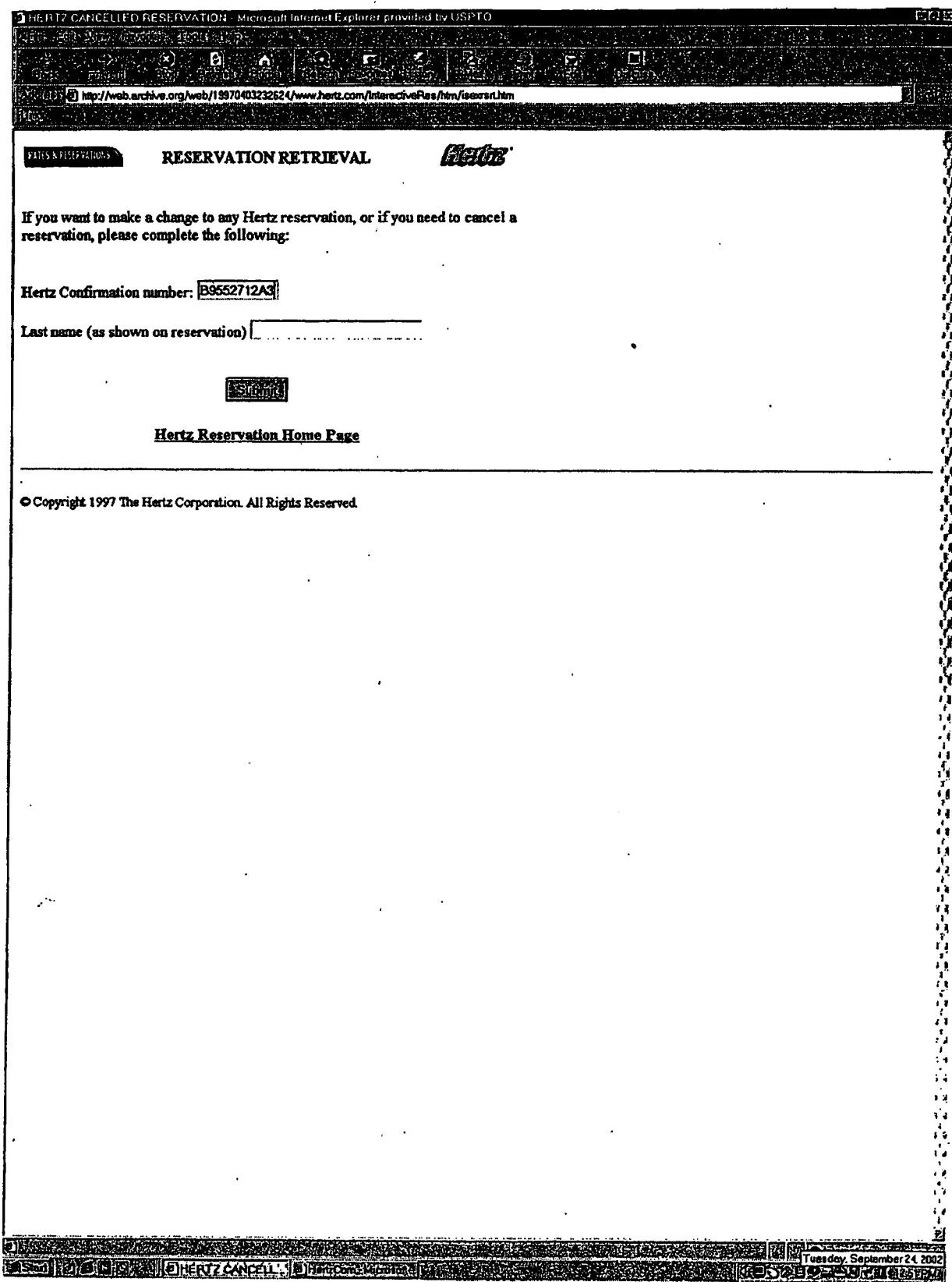
Tuesday, September 24, 2002



 HERTZ BOOKING RESPONSE - Microsoft Internet Explorer provided by USPTO  
G3115

<https://www2.hertz.com/interactiveRes/secure/ISNWEBBEXE?U=CK+ONLINE+C910/>

|  |                   |
|--|-------------------|
| DAILY:   | 4 AT \$3.99 USD   |
|  | UNLIMITED FREE MI |
| (MI = MILES KM = KILOMETERS)   |                   |
| <b>ADDITIONAL CHARGES APPLIED TO RENTAL CHARGE</b>   |                   |
| PER RENTAL   |                   |
| TAX:   | 8.00%             |
| (A000001:APP) AIRPORT CONCESSION FEE RECOVERY:   | 10.00%            |
| (V000014:VLF) VEHICLE LICENSE FEE RECOVERY:  | 1.24 USD          |
| (T000030:TRF) CUSTOMER FACILITY CHARGE:  | 8.00 USD          |
| APPROXIMATE RENTAL CHARGE:   | 266.68 USD        |
| UNLIMITED FREE MI  |                   |
| Approximate rental charges are based on available information at time of reservation. Additional fees or surcharges, may be applied at time of rental. For U.S. Frequent Flyer programs a Frequent Flyer Tax Recovery Surcharge may also apply through September 30, 2002. For rentals on or after October 1, 2002 a Frequent Flyer Surcharge of up to \$8.50 per day up to a maximum of \$2.00 per rental may also apply when renters choose to take miles or credits from a U.S. Frequent Flyer program. |                   |
| <b>OPTIONAL INSURANCE</b>  |                   |
| PER DAY  |                   |
| LIABILITY INSURANCE  | 10.99 USD         |
| SUPPLEMENT:  | 10.99 USD         |
| LOSS DAMAGE WAIVER:  | 20.99 USD         |
| PERSONAL ACCIDENT INSURANCE /PERSONAL EFFECTS COVERAGE:  | 5.50 USD          |
| <b>DEBIT CARDS NOT ACCEPTED - PLEASE SEE POLICY/METHOD OF PAYMENT</b>  |                   |
| THE MINIMUM RENTAL AGE IS 25 ON MOST RENTALS.  |                   |
| <b>Conditions</b>  |                   |
| 1 HOUR ADVANCE BOOKING REQUIRED  |                   |
| 1 DAY MINIMUM RENTAL   |                   |
| 62 DAY MAXIMUM RENTAL  |                   |
| AIRLINE TICKET REQUIRED: NO  |                   |
| Your car rental has been reserved using<br>US DOLLARS - USD  |                   |
| GREAT DAILY FREEDOM RATES - SEE SPECIAL OFFERS   |                   |
| Please visit our site often. We appreciate your business.  |                   |
| Hertz strongly discourages fictitious or duplicate reservations. If Hertz establishes that an individual user has submitted and confirmed multiple identical bookings, we reserve the right to cancel one or all of the reservations without notice to the requestor.  |                   |
| <input type="checkbox"/> CHANGE/MODIFY <input type="checkbox"/> CANCEL<br><input type="checkbox"/> HERTZ RESERVATION HOME PAGE   |                   |
|   |                   |
| <small>© Copyright 2002 The Hertz Corporation. All Rights Reserved. <a href="#">Privacy Policy</a></small>   |                   |
| <small>Tuesday, September 24, 2002</small>   |                   |



HERTZ RESERVATION RETRIEVAL - Microsoft Internet Explorer provided by USPACO

File Edit View Insert Favorites Tools Help

Address https://www2.hertz.com/interactiveRes/secure/RSWEBB.EXE?U=CX-ONLINE-G050/

**Hertz** THE HERTZ CORPORATION

**Reservation Retrieval**

If you would like to modify or cancel an existing Hertz reservation, please complete the following information:

Hertz Confirmation number. **B95527124AS**

Last name (as shown on reservation)  
**Vig**

**[Submit]**

---

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Tuesday, September 24, 2002

Hertz Reservation Retrieval - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/InteractiveRes/secure/ISNIWEBELEXTU-CX-ONLINE-GS1IV

## Hertz

### Booking Retrieval Screen

|                            |  |
|----------------------------|--|
| Confirmation Number:       | B96627124A3  |
| Customer Name:             | VIG NARESH   |
| Renting Location:          | CHARLOTTESVILLE<br>AIRPORT,<br>CHARLOTTESVILLE     |
| Renting Country:           | VIRGINIA, UNITED STATES                            |
| Pickup Date:               | 09/30/2002   |
| Pickup Time:               | 0900   |
| Return Location:           | CHARLOTTESVILLE<br>AIRPORT,<br>CHARLOTTESVILLE     |
| Return Country:            | VIRGINIA, UNITED STATES                            |
| Return Date:               | 10/04/2002   |
| Return Time:               | 0900   |
| Vehicle Type:              | FULLSIZE CAR AUTOMATIC<br>AIR                      |
| Rate Code:                 | MCLD   |
| APPROXIMATE RENTAL CHARGE: | 266.68 USD<br>UNLIMITED FREE MI<br>RATE GUARANTEED |

Approximate rental charges are based on available information at time of reservation. Additional fees or surcharges may be applied at time of rental.

This is the reservation you requested. Please indicate below if you want to cancel or change the reservation.

CHANGE/MODIFY  CANCEL  
 HERTZ RESERVATION HOME PAGE

---

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Tuesday, September 24, 2002

HERTZ CANCELLATION SCREEN - Microsoft Internet Explorer provided by USPTO

DESKTOP VIEW SOURCE HELP

Address https://www2.hertz.com/interactiveRes/secure/SNWEBBLE?U=CK+ONLINE-G520/

**Hertz** **Check Reservation**

**Reservation Cancellation Screen**

**Reservation Information**

|                            |  |
|----------------------------|--|
| Confirmation Number:       | B95527124A3                                    |
| Customer Name:             | VIG NARESH                                     |
| Renting Location:          | CHARLOTTESVILLE<br>AIRPORT,<br>CHARLOTTESVILLE |
| Renting Country:           | VIRGINIA, UNITED STATES                        |
| Pickup Date:               | 09/30/2002                                     |
| Pickup Time:               | 0900   |
| Return Location:           | CHARLOTTESVILLE<br>AIRPORT,<br>CHARLOTTESVILLE |
| Return Country:            | VIRGINIA, UNITED STATES                        |
| Return Date:               | 10/04/2002                                     |
| Return Time:               | 0900   |
| Vehicle Type:              | FULLSIZE CAR AUTOMATIC<br>AIR                  |
| Rate Code:                 | MCLD   |
| APPROXIMATE RENTAL CHARGE: | 266.68 USD                                     |
| UNLIMITED FREE MI          |  |

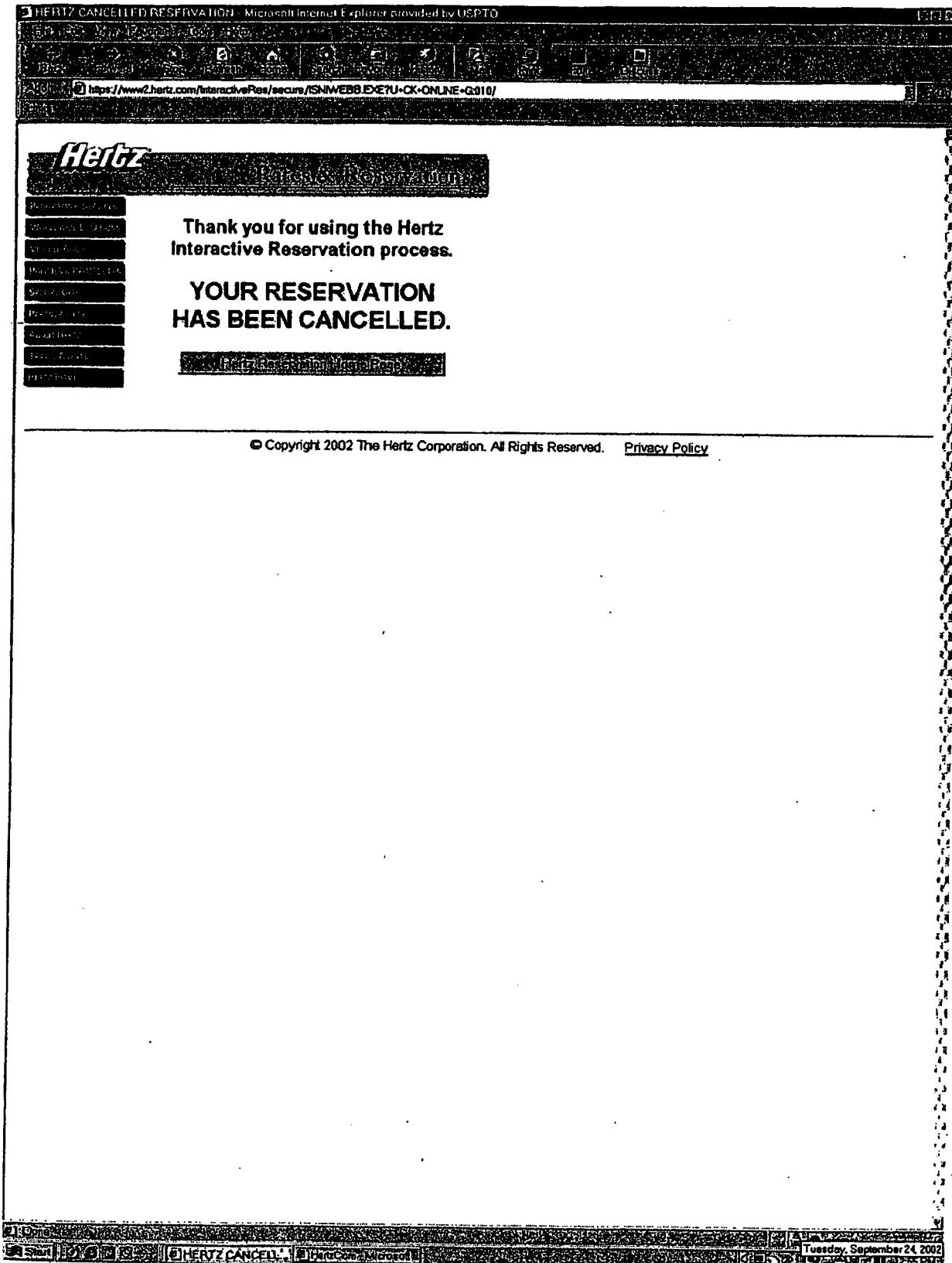
Approximate rental charges are based on available information at time of reservation. Additional fees or surcharges may be applied at time of rental.

This is the reservation you are asking us to cancel. Please submit to cancel the reservation or select the Hertz Reservation Home Page option to return "home".

---

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TUESDAY, SEPTEMBER 24, 2002



HERTZ RESERVATION RETRIEVAL - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/InteractiveRes/secure/ISNIWEBB.EXE?U=CK-ONLINE-Q:Q50/

**Hertz**

Reservation Retrieval

If you would like to modify or cancel an existing Hertz reservation, please complete the following information:

Hertz Confirmation number: **B95527124A3**

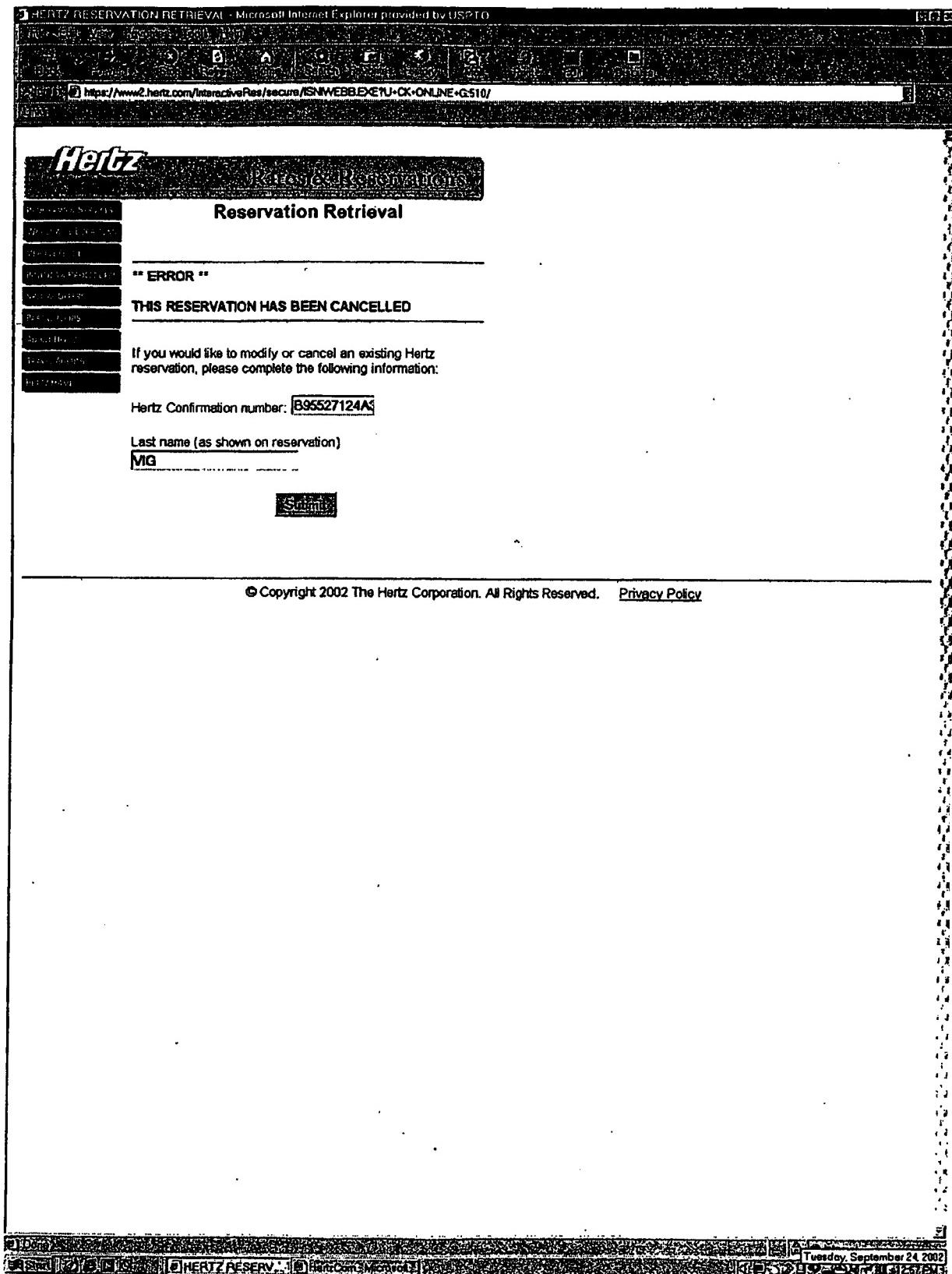
Last name (as shown on reservation)  
**Vig**

**SEARCH**

---

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Tuesday, September 24, 2002



HERTZ RATE AND GENERAL INFORMATION - Microsoft Internet Explorer provided by USPTO

https://www2.hertz.com/InteractiveRes/secure/ISNWEBBLE1U-CK-ONLINE-G350/

**Hertz**

Welcome to the Hertz  
#1 Club Reservation area.

Please enter the following information so we can access your  
#1 Club profile.

Hertz Number One Club  
Membership Number:

First Name:  Last Name:

Pickup Information

Pickup Date: Month:  Day:  Year:   
Pickup Time: Hour:  Min:  AM:  PM:

Return Information

Return Date: Month:  Day:  Year:   
Return Time: Hour:  Min:  AM:  PM:

Arrival Information

Arrival Airline: Not arriving by Flight   
Flight Number:

Rental Location Information

Renting Country:  State or Province:   
OR  
Airport/OAG Code:

Check here if NOT returning to the same location

---

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Tuesday, September 24, 2002

